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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
)  
**McConnell et al.** )  
)  
Serial No.: **10/645,917** ) Art Unit: **2855**  
)  
Filed: **August 20, 2003** ) Confirmation No. **9581**  
)  
For: **Method and System for Selecting a** )  
**Preferred Contact Center Agent Based** )  
**on Agent Proficiency and** )  
**Performance and Contact Center State** )

**INFORMATION DISCLOSURE STATEMENT**

Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,

*Robert T. Neufeld*  
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Reg. No. 48,394

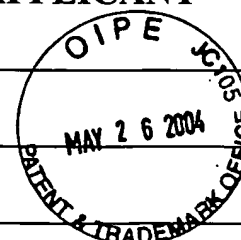
King & Spalding LLP  
191 Peachtree Street, N.E., 45<sup>th</sup> Floor  
Atlanta, GA 30303  
404.572.4600  
K&S Docket: 07117.105015 US  
3490031

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on May 24, 2004.

*Robert T. Neufeld*  
Robert T. Neufeld, Reg. No. 48,394

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FORM PTO-1449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT***(Use several sheets if necessary)*ATTY. DOCKET NO.  
07117.105015SERIAL NO.  
10/645,917FILING DATE  
August 20, 2003APPLICANT  
McConnell et al.GROUP  
2855**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,914,951	6/22/1999	Bentley et al.			4/16/1996
	AB	6,408,064 B1	6/18/2002	Fedorov et al.			3/31/2000
	AC	6,603,854 B1	8/5/2003	Judkins et al.			2/25/2000
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						

**FOREIGN PATENT DOCUMENTS**

	DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
AN	WO 01/065525 A2	9/7/2001	PCT	McIlwaine et al.	
AO					

**OTHER REFERENCES** *(Including Author, Title, Date, Pertinent Pages, Etc.)*

AP	
AQ	

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.